

**NH ENHANCED 9-1-1 (E911) COMMISSION MEETING MINUTES**  
**September 14, 2018**

The NH Enhanced 9-1-1 Commission meeting was held at the Richard M. Flynn Fire Academy, 98 Smokey Bear Blvd, Concord, NH 03305

**Commission Members Present:**

Paul Szoc, Chairman	NH Federation of Mutual Aid Districts
George Valliere, Vice Chairman	NH Police Officer
Sandra Teti	Governor's Commission on Disability
Richard Bailey	Assistant Commissioner, Department of Safety (DOS)
William Wood, Secretary	NH Division of Fire Standards and Training & EMS, (NHFST), DOS
Thomas Andross	NH Emergency Dispatchers Association
John Stone	Consolidated Communications
Amanda Cormier	Professional Firefighters of NH
Cecily McNair	Public Member
Kathryn Bailey	NH Public Utilities Commission
Patrick Robinson	Mobile Telecommunications Carriers
Richard O'Brien	NH Association of Fire Chiefs
Scott Brooks	NH Telephone Association

**Commission Members Absent:**

James Valiquet	NH Association of Chiefs of Police
David Caron	NH Municipal Association
Michael Moyer	NH Sheriff's Association

**Participants:**

Sherry Baker	Administrative Secretary, NH Division of Emergency Services & Communications, (NHDESC), DOS
Peter DeNutte, ENP	Assistant Director, NHDESC, DOS
Mark Doyle	Director, NHDESC, DOS
David Rivers	Chief of Operations, NHDESC, DOS
Steven Lavoie	Director of Administration, DOS
Robert Brown	INdigital
Margaret Joyce	Administrator II, NHDESC, DOS
Sean Goodwin	Administrator, GIS, NHDESC, DOS
Robert Lussier	Assistant Director, NHDESC, DOS
John Stevens	Coordinator, Statewide Interoperability, DOS
Scott Wolfert	Consolidated Communications
Allyson Ehrlich-Mitchell	Sr. Account Executive, Windstream Enterprise
April Nolan	Agency Staff Auditor, NHDESC, DOS

**1. Approval of the minutes from the July 13, 2018 NH Enhanced 9-1-1 Commission meeting**

Chairman Szoc called for approval of the July 13, 2018 meeting minutes. Commissioner Andross motioned to accept the minutes and Commissioner McNair seconded the motion. The minutes were unanimously approved by those present.

**2. FY19 Surcharge Receipts**

**2. A. Financial Report (Steven R. Lavoie, Director of Administration)**

1. Discuss year-to-date expenditures & surcharge

- Surcharge receipts are on track and the E9-1-1 Fund is healthy.
- Expenditures are in line at this point. The Division does a great job of managing its expenditures.
- No concerns at this point related to expenditures or the Fund.

**3. Division Reports**

**3. A. NH Bureau of Emergency Communications (Mark Doyle, Director)**

1. Update on Bureau

- A. Updated NH Fire Chiefs on matters pertaining to Emergency Services
- B. Installation of radio dish on Belknap Mountain
- C. National Governor's Association Conference

- D. Jon Brooks life save 9-1-1 call
- E. Active Shooter Drill
- F. P25 Project meeting with Motorola
- G. Meeting with NHNG & HSEM regarding training, exercises, asset sharing and communications
- H. State of Emergency Communications Committee IPOC tour and discussion
- I. Met with several employees on their individual BET Certified Public Manager projects
- J. Meeting on Governor's Task Force on school safety
- K. Fish & Game on best way to handle 9-1-1 calls
- L. The Division has a presence on social media with Facebook page, YouTube channel and Twitter feed
- M. Motorola Design and Engineering Team toured the Laconia and Concord facilities
- N. Meeting with Colebrook Dispatch Consortium to discuss options for their Radio Communications issues and failing systems
- O. Presentation for NHTSA on the Division Role (LMR, ENS, Interoperability, PSAP & 9-1-1, FirstNet)
- P. Director Doyle and DOS staff volunteered for the United Way Day of Caring at "Riverbend "
- Q. Employees of the month: July were Mike Haskell and Kelly Teeter; August were Paul Connelly and Allison Reopel
- R. Special recognition for Asst. Director Lussier for the presentation to the NHTSA & Asst. Director DeNutte for assistance in Colebrook.

## 2. Bureau of Interoperability within the Division – concept & role

To create a new Bureau with the Division, the "Bureau of Interoperability", which will be made up of members of the Division who will come together to work full time on interoperability solutions for the State and our Public Safety Partners as well as create a synthesis of ideas to bring together FirstNet, LMR, Alerts & Warnings and E9-1-1 together under one umbrella.

## 3. NHTSA 9-1-1 grant opportunity for Next Generation 9-1-1 services and applications

The state has been initially approved for a \$500K grant for the development/ installation of NextGen services and applications. This grant is through the National Highway Traffic Safety Administration (NHTSA) and the National Telecommunications and Information Administration (NTIA).

**3. B. Administration Section (Margaret Joyce, Administrator II)**

1. 9-1-1 Outreach & Education
2. Administration Update
3. Emergency Communication Command Vehicle Event List

Public Education Events as follows:

- ❖ Headrest Hotline Coordinators – Presentation
- ❖ Exacom Staff – Presentation & Tour
- ❖ Litchfield High School – Presentation
- ❖ Communication Access Exp – Vendor Booth
- ❖ Bedford Fire Dept. – Vendor Booth

Professional Development/Media Relations as Follows:

- ❖ Inter-Comm State PIO Meeting
- ❖ DOS Lean Event – Balanced Scorecard
- ❖ DOS Lean Event – 91-A Right To Know Requests

Outreach activity is slower in the summers; Wanda Scott is scheduling for the upcoming fall and winter months.

Variable Message Board sign requests have increased this past summer.

Administration working on purchase orders for the P25 project; making sure all software renewals are in order; all agreements and contracts are in place.

Thank you to all our employees for their hard work and contributions for the Annual Food Drive.

Asst. Director Bob Lussier thanked the Administrative staff for an excellent job on fiscal year end.

**3. C. Report on Special Projects (Sean Goodwin, GIS Administrator)**

1. Status on NHVIEWW
  2. Status on the Wireless Asset Manager
  3. Information on DOS GIS Assistance
- ❖ 103 cell tower panel sets processed for location validation.
  - ❖ Recreational trails are being added in response to 911 calls where there has been no data; most recently that was the area of Manchester.
  - ❖ Off Highway Recreational Vehicle (OHRV) Trail Data Project reviewing data with the Trails Bureau in Belknap, Sullivan, Merrimack & Strafford counties.

- ❖ Server Migration Plan, which serves all of our NHVVIEW components and will further support our web interface migration.
- ❖ Communication Asset Manager continues to be developed and can support some dashboard functionalities.
- ❖ Discussion on statewide imagery acquisition plan
- ❖ Annual Seabrook Station Planning Area Map Project is complete and printing maps is under way.
- ❖ All annual updates for special events continue.
- ❖ School Safety Security mapping program continues.

Commissioner Rick Bailey asked if the ATV trail location markers get reviewed periodically.

Mr. Goodwin stated each year they review the data, but have challenges to get someone out to all trails to make sure signs are still in place.

Commissioner Rick Bailey asked if NHBEC has just a support role to the Trails Bureau.

Mr. Goodwin said yes, we collect the data.

Commissioner Valliere asked is it actually the Trails Bureau who puts out signs and maintains and monitors them on a regular basis.

Mr. Goodwin stated it is the Trails Bureau along with partners in each community.

### **3. Bureau of Emergency Communications (E9-1-1)**

#### **3. A. Report on Data Operations: (Matthew White, Information Tech Manager IV, Data Operations)**

1. Update on Mapping and Database activities
2. Update on Emergency Notification System (ENS) replacement
3. Schools Statewide Telephone Emergency Preparedness Project (STEP)
4. Update on MLTS Discrepancies and Resolutions

#### **Matthew White reported the following:**

- ❖ Overall numbers of address and road center lines continue to grow as we collect new towns.
- ❖ When the initial data collection is completed we will place more emphasis on town maintenance requests.
- ❖ Reviewing internal processes to deliver Towns data maps book in a timelier manner.

- ❖ Completed an address conversion at the Kendal at Hanover assisting living /elderly care facility.
  - ❖ PSAP mapping updates are done on a monthly basis.
  - ❖ Next major collection project will be the city of Nashua; City of Manchester should be completed by the end of this quarter.
  - ❖ School Statewide Telephone Emergency Preparedness Project (STEP) – This past quarter limited site visits due to summer break; compared our list with Homeland Security and Department of Education found some issues.
  - ❖ Major resolution in the works with the receipt of a letter of compliance from the Elliott Health Systems.
  - ❖ Sending a survey to all Towns to see how the Mapping Unit can better meet their needs.
- 
- The telephone database contains approximately 687,606 records.
  - Partial address conversions have occurred in 5 cities and towns affecting a total of 92 lines.
  - The Mapping Database contains 661,653 addressable points.
  - The Mapping Database contains 69,727 landmark points.
  - The Mapping Database contains 44,855 building footprints.
  - The Mapping Database contains 221,130 road segments.
  - Emergency Notification System has 120 communities with 287 users participating in system.
  - There are currently 231 open MLTS discrepancies; 102 MLTS discrepancies have been closed since the last Commission meeting.

Asst. Director DeNutte thanked Matt White for a remarkable job he has done since joining our team three months ago.

### **3. B. Report on PSAP Operations and Report on Emergency Medical Dispatch: (David Rivers, Chief of PSAP Operations)**

1. Update on PSAP operations
2. Agency Call Statistics Report
3. Hands to Chest CPR
4. Update on transfer times
5. Agency Performance Report
6. QI Summary Report

#### **Emergency Medical Dispatch Compliance Statistics:**

- 97.68% Case Entry
- 99.16% Key Questions
- 97.29% Chief Compliant
- 98.10% Final Coding

- 98.04% Total Average
- 99.96% Customer Service

**Chief Rivers reported the following:**

- ❖ Thanked his staff for a great job while he was on leave for several weeks
- ❖ On October 1, 2018, major protocol update that will also involve our quality assurance insurance software as well
- ❖ Call volume has gone up about 4%
- ❖ Administration calls has decreased about 21%
- ❖ 6 new hires are in training and will be going into, the PSAP next week
- ❖ 4 full-time openings; 25 applicants
- ❖ Derick Aumann instructed 5 classes & PSAP tours
- ❖ Tracey Potter-LaBarre instructed four 40 hour APCO classes for State Police
- ❖ Continuing to monitor hands to chest CPR times
- ❖ Active Shooter drill was a success
- ❖ "Blind" transfer calls from Maine and Vermont have diminished
- ❖ CAD User Group meeting to be held on October 11, 2018 at 10:00am at the IPOC
- ❖ Meeting with First Responder agencies on September 26, 2018, regarding unincorporated area of the White Mountains
- ❖ Discussion on the new verification protocol process in PSAP

**3. C. Report on Next Generation 9-1-1 Phase I (Tim Scott, IT Manager V)**

1. Next Generation 9-1-1, Phase I
2. Next Generation 9-1-1 Future Projects
  - Control Center Text Messaging
  - Interstate Transfers
3. Update on mapping assistance for Dispatch Centers/GeoLynx
4. Update on legislation for MLTS 9-1-1 Direct Dial & Location Requirements
5. Update on School Safety Technology Subcommittee (Governor's Task Force on School Safety)
  - ❖ Have a couple of interstate transfer proposals in hand; next phase is to discuss options with our partners from Maine and Vermont.
  - ❖ Database migration was completed with zero interruptions in PSAP service
  - ❖ Emergency Notification System RFP was published on September 14, 2018; aggressive timeline hoping to be under contract by end of year.
  - ❖ Submitted purchase order for new PCs for all dispatch centers that are currently on our network.
  - ❖ Discussion on legislation for MLTS 9-1-1 Direct Dial

- ❖ School Safety – Participating on the technology side of the Task Force; provided different solutions on phone system improvements. Governor is looking at our recommendations.

#### **4. Communications Maintenance Bureau (Asst. Director DeNutte)**

##### **1. Communications Maintenance**

- ❖ Installation agreement with Motorola has been reached
- ❖ Motorola has started shipping our new Base Stations, 27 Quantor radios and other equipment
- ❖ M-Core staging will begin in December 2018 and install of the M-Core will begin in January 2019
- ❖ Cleaning up issues on all tower sites that have been neglected for some time
- ❖ Radio Maintenance has 12 employees; all working well together as a team and getting work completed.

Commissioner McNair asked if there will be any down time when switching over to the new equipment.

Asst. Director DeNutte advised the equipment will be installed on mountaintops next to old equipment, then cut over. There should be very little down time if any.

Commissioner Rick Bailey and Asst. Director DeNutte thanked Tom Andross and Grafton County for making space at their facility for State Police Dispatchers from Troop F, while the State Police radio system gets repaired.

#### **5. Statewide Interoperability (John T. Stevens, Statewide Interoperability Coordinator)**

- Statewide Interoperability Executive Committee will meet next on September 21, 2018, at the Fire Academy.
- On June 18, 2018, Governor signed into legislation an increase to the SEIC membership.
- FirstNet and AT&T 74<sup>th</sup> outreach meeting was held on September 13, 2018, discussed what they will offer as the infrastructure begins to build out.
- AT&T will deliver the “cell on wheels” (COW) to New Hampshire on September 30, 2018 and will be housed at TV facility in New Hampton.
- AT&T will provide two Customer Own & Managed Equipment (COAM); One will be stationed at Emergency Services in Concord the other in Grafton County.
- We continue to follow AT&T progress as the infrastructure built here in New Hampshire develops.



- Working on a project called Tactical Interoperability Communication Plan – Pocket Guide; this will be provided to all public safety and first responders throughout the state.
- John is involved with Interoperability exercises throughout the state

Commissioner Rick Bailey asked are there any agencies that are currently primarily AT& T customers that will likely be the first on board.

- John stated that the Town of Derry and Lakes Regional Fire Mutual Aid are the only two agencies in NH that are customers with AT&T and FirstNet.

#### **6. Contractor's Report (Robert Brown, INdigital)**

1. Report on Network
  - No significant maintenance, or equipment related issues to report.
  - Working with DESC to redesign the Laconia equipment room to support the growing space needs of DESC.
  - Consolidated sent out one outage notice since the last report. Hanover, NH: affected 911 but were short duration and minimal impact on 911 services statewide.

#### **7. New Business**

1. April Nolin – Update on Pre-Paid Audits
  - Creating the E911 prepaid surcharge auditing process has been a challenging, and rewarding process, and I am glad to be part of the Team, ensuring E911 is properly funded.
  - Consulting with Department of Revenue on their process for VoIP, Wireless and Wired surcharge collections; helped establish prepaid process and a work plan/create audit notices to sellers.
  - Work with Business office to obtain report on monthly receivables reconciliation and monitor seller's payments for large variances month to month.
  - Contact sellers and have corrections to returns made as necessary.
  - Main focus: get the word out, educate. Making sellers aware DOS is investigating and encourages compliance.
  - Attended the Annual Government Relations Day on April 18, 2018, to present prepaid surcharge information.

Commissioner Kate Bailey asked how much money has been recovered so far.

April Nolin advised she will have that information at the next Commission Meeting.

## 2. Correspondence

### 1. Grafton County Sheriff's Department

## 8. Legislative Committee Report

### 1. Kate Bailey, Chair

- The committee met to discuss the original legislation that created the E911 Commission and compare it to the Commission's current duties.
- The committee concluded that the Commission still has input into some of the duties originally assigned to them, but most functions of the Division are carried out by the Department of Safety.
- The Committee proposes the following:
  - Some review consultation of the E911 budget to ensure the funds are only used for 9-1-1.
  - Some type of consultative process with any revisions to the Director's job description or job qualifications and input into the hiring of the Director when the position is vacant.
- Commissioner Kate Bailey tried to make contact with NE Cable and Comcast to see if they still want to be members of the Commission, as they rarely attend meetings. She did not receive any response. She would like to try to contact them again before recommending removal from the Commission.
- Commissioner Kate Bailey advised that Administrative Services is a statutory member, but they would like to be removed from the Commission.
- Commissioner Kate Bailey asked who the contact person would be that does the 9-1-1 legislation to work out some of these details. Director Doyle was identified as the point of contact.

Commissioner Rick Bailey stated he does not see an issue with consultation with the appointment of the next Director, similar to that of the State Advisory Board of Fire Control's role when a fire marshal is nominated under RSA 21-P:12.

Commissioner Rick Bailey asked that the Legislative Committee meet with Director Doyle to come up with a concept budget piece, so this can be moved forward.

Commissioner Kate Bailey said the concept is as follows: Prior to submission of request for appropriation required by RSA 9:4 – consult with the 9-1-1 Commission about budget priorities and budgetary requirements of the Division of Emergency Services and advise the Commissioner of Safety of any recommended changes.

Asst. Director Lussier asked if the Committee wants consultation for each phase of the budget or just the initial submission to the Governor?

Commissioner Andross stated they just want an opportunity to see the priorities and where the funds are being allocated.

Director Doyle stated there is an Annual Report sent to the FCC regarding the surcharge, expenditures, and how the 9-1-1 funds are allocated. This is a detailed report that Asst. Director Lussier puts together. We can provide this report to the Commission on an annual basis to ensure an understanding of where the monies are allocated.

Director Doyle said the budget committee is welcome to meet with us prior to the preparation of the biennial budget to provide input.

Commissioner O'Brien asked if this Committee is looking for the Commission to be part of the planning process vs. the budgeting process.

Commissioner Kate Bailey said just the planning process.

Commissioner Rick Bailey suggested the Legislative committee work with he & Director Doyle to consider legislative language similar to RSA 21-P:12 and to formalize a role for the budget committee to be involved in the planning process. Commissioner Kate Bailey recused herself from those future discussions.

## **9. Next meeting and adjournment**

Chairman Szoc called for a motion to adjourn at 2:00 p.m. The motion was seconded by Commissioner Valliere and unanimously passed by those present. There were no abstentions.

The next Commission meeting is scheduled for Friday, December 14, 2018. At the Fire Academy Dormitory classroom 5 & 6

---

William Wood, Secretary  
Enhanced 9-1-1 Commission